**Manager
Recruitment pack**





Dear Applicant,

Thank you for your interest in working with Shetland Rape Crisis. Please find enclosed the following documents:

* Information about Shetland Rape Crisis
* Advice on completing your application form
* Job Description and Person Specification
* Application form

**Please do not send a curriculum vitae as this will not be considered.**

Please note, all applications and relevant recruitment documents will be held confidentially and destroyed after 6 months, apart from documents relating to the successful applicant.

Your completed application should be submitted via email by sending it to src.board@shetlandrapecrisis.scot

**Closing Date is Monday 28th October 2019** – 12 noon.

This post is **21 Hours per Week**

Please note only women need apply under Schedule 9, Part 1 of the Equality Act 2010

We look forward to receiving your completed application form.

Yours sincerely,

Carol Scott

Chair, Board of Trustees

# About our service

Shetland Rape Crisis has been supporting survivors of rape, sexual abuse and exploitation and raising awareness about the damaging effects of sexual violence since 2016. We are a registered charity.

Shetland Rape Crisis has a small dynamic team of 4 part time staff members & 5 volunteers.

We provide a range of services to survivors of sexual violence, abuse and exploitation including:

**Support Services**

Provides trauma informed support and psychotherapy to survivors in Shetland. We also offer emotional and practical support on a one to one basis in our centre and by outreach, including by telephone, email, or through group work. Survivors are empowered to speak about their abuse in a safe, confidential environment. Shetland Rape Crisis also works in a variety of ways to improve service provision to all survivors regardless of gender. We participate in many partnerships both locally and nationally.

Most importantly, though, we are passionate regarding our work within our communities to change attitudes so we can, in the longer term, prevent and reduce sexual violence from happening in the first place.

**Advocacy**

Shetland Rape Crisis advocacy service is part of the National Advocacy Project for Scotland. Our dedicated advocacy worker supports survivors who are thinking about or are engaging with the criminal justice system. This includes support to report to the police, coping with the justice processes and with court appearances.

**Prevention Work**

We have a dedicated Prevention Worker who works in all the schools in Shetland delivering the Rape Crisis Scotland National Prevention Program.

**Training and Awareness Raising**

We provide a monthly ’Peerie Circle’ highlighting the monthly topic from the NCWAG regarding Gender Equality. We also provide training on a range of topics including Zero Tolerance, understanding sexual violence and Sexual Harassment in the community and work place. Additionally, we run community awareness raising events including a variety of events for the 16 Days of Action for Violence Against Women and International Women’s Day.

# ADVICE ON COMPLETING YOUR APPLICATION FORM

As part of Shetland Rape Crisis commitment to equal opportunities, candidates for each post are treated equally. Application forms are the only basis on which the first selection is made to decide whom to call for interview. Therefore, only information, which appears on the form (and continuation pages), can be considered. It is **very** important that your completed form contains both the information we want about your skills and experience and the information you want to give us. These advice notes are intended to help you to complete your form effectively.

1. Read all the information provided especially the job description and person specification. These outline the duties you would be expected to carry out in this post and lists the skills, knowledge and abilities that the short listing/interview panel will be looking for.
2. Section 5 asks you to note down your general experience and is the most important part of your application. **This is your chance to explain why you are suitable for the job.** It is not enough to say you have the experience – you must demonstrate experience and skills with specific examples. Relevant experience may be from your current or previous jobs or from out with formal employment.
3. We have lots of information about our service on our website [www.shetlandrapecrisis.scot](http://www.shetlandrapecrisis.scot)
4. **Do not send your CV in addition to or in place of a completed application form as it will not be considered by the short-listing panel.**
5. A Protection of Vulnerable Groups and Non-Police Personnel Vetting is required as part of the job.
6. All applicants must complete all parts of the application form.
7. Application forms must arrive on time forms arriving late will not be considered.
8. References are normally taken up for the short-listed applicants before interview. If you do not wish one or all references to be taken up at that point please indicate on the relevant page. It is our policy not to make a job offer without taking up references.

**Job Description**

**RESPONSIBLE TO:** Shetland Rape Crisis Board of Trustees

**Salary:** £33,260 pro rata (21 hrs p/w post)

**Location:** Lerwick, Shetland

**Holiday Entitlement:** 30 Days plus 12 Public Holidays (Pro rata)

**Pension:** Employer contribution at 8% to pension fund.

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| Job Title | Support and Development Manager |

**Job Description**

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| **Core Purpose of Job** | To lead, manage, plan, develop and oversee the provision of the three core areas of SRC’s activity:* + Services to survivors of sexual violence
	+ Prevention and campaigning work
	+ Work with other agencies to improve service responses to survivors of sexual violence

The post holder will be responsible for the strategic development of the organisation and co-ordination of services including:* Staff and volunteer management
* Monitoring and evaluation of the activities of SRC and
* To implement and oversee robust financial systems, to produce regular financial reports for the Board of Trustees and funders and to prepare for the yearly financial audit and liaison with Shetland Rape Crisis auditors
* Overseeing regular review and updating of Shetland Rape Crisis policies and procedures
* Act as first point of contact for those contacting Shetland Rape Crisis

The post holder will plan their work and objectives to align with organisational priorities and work closely with the Shetland Rape Crisis Board of Trustees.The Manager will be the lead officer within Shetland Rape Crisis on Health and Safety and GDPR. |
| Main Duties and Responsibilities | 1. **Strategic Development and service planning**
* Plan, develop, implement and lead SRC’s services in line with constitutional and strategic priorities
* Develop funding strategies and secure funding to sustain and develop the service
* Review and develop sound policies and procedures in line with the ethos of SRC and ensure their effective implementation
* Undertake quality control measures to ensure that agreed service standards are implemented and monitored
* Engage in current developments to ensure an up to date knowledge and understanding of relevant legislation, policy, and practice
* Work with and support the Board of Trustees
1. **Management and service delivery**
* Recruit, train, lead and manage paid staff and volunteers including the provision of training, support and supervision
* Oversee day to day office management, including premises and equipment
* Ensure the Shetland Rape Crisis office phone line is covered during opening hours, acting as the first point of contact for survivors and professionals contacting the office for advice and support
* Ensure management and service delivery comply with Health and Safety standards and Equalities legislation, organisational policies and procedures
* Implement and adhere to the Rape Crisis National Service Standards and Best Practice Model: Ethos and Values
1. **Monitoring and Evaluation**
* Oversee development and maintenance of systems to record and report quantitative and qualitative information on activity and impact
* Ensure data collection is consistent with Rape Crisis in Scotland national data collection requirements, Equally Safe requirements and those of funders
* Provide written reports for a range of stakeholders, including the Board, funders and the wider community
* Develop, maintain and oversee systems to involve service users in the planning, delivery and evaluation of SRC’s services and projects
* Ensure robust systems are in place for adherence to the Shetland Rape Crisis policy on GDPR across the organisation, and review these systems on a regular basis
1. **Develop SRC’s profile, reach and influence**
* Represent the needs and views of survivors of rape and sexual abuse across Shetland by liaising with communities, organisations and partnerships and participating in partnership meetings and forums as appropriate
* Enable the organisation to develop and maintain a culture which reflects the values of Shetland Rape Crisis and that it is a workplace where fairness, respect, good communication, engagement and wellbeing are in place and recognised as important
* Positively represent and promote SRC in all dealings with external agencies, locally and nationally, including print and broadcast media
* Raise awareness about SRC, and about sexual abuse and violence from a gendered perspective;
* Represent SRC within the Scottish Rape Crisis Network
* Maintain consistency across all media including online and in print, ensuring that all output is of the highest quality and in line with the feminist ethos of SRC
1. **Financial duties and responsibilities**
* Prepare, manage, monitor and report on budgets and oversee the day to day running of financial accounts
* Prepare regular budgets and other financial reports for the Board
* Prepare costings for existing and proposed activities
* Produce accounts to enable the Board to fulfil its reporting remit, in conjunction with external auditors
* Report to funders across a variety of funding streams

Any other responsibilities commensurate with the role required to meet the needs and expectations of the organisation and Trustees |
| Communication | * Subject complexity and expertise:

The postholder will understand and interpret a wide range of documents, including a broad range of policy documents and draft legislation, to assess their relevance and impact on Shetland Rape Crisis’s work.* Contact inside the organisation

The postholder will provide sound and persuasive advice to staff you manage and the wider team on issues relating to your role, encourage critical evaluation of the status quo and help develop organisational strategies to meet changing needs.* Contact outside the organisation

The postholder will liaise on a regular basis with funders as well as with local and national media outlets |
| Accountability | * Freedom to act

The postholder will have autonomy to identify her own work priorities within the framework of the Shetland Rape Crisis strategic plan.She will draw on her experience and knowledge in providing management, supervision, and guidance to staff you manage.* Risk management

The postholder will keep up to date with relevant health and safety and data protection developments, to help manage any related risk and carry out regular risk assessments* Level of problem-solving required

The post holder will regularly apply creative or adaptive thinking to develop innovative new approaches or solutions.  |
| Authority Level | * Financial and tangible resources

The postholder will be responsible for the organisational budget including day to day management of the budget, staffing costs, investigating viability of new projects and services and ensuring that funding is in place to complete any agreed plans* Staff Management

The postholder will set objectives, manage performance and guide the learning and development of all staff and volunteers. She will implement Shetland Rape Crisis employment policies with the support of the Board of Trustees. This includes recruitment, selection and induction of all staff and volunteers. |

**Person Specification**

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| **CRITERIA** |  | **ESSENTIAL** |  | **DESIRABLE** |
| Knowledge | E1E2E3E4E5 | Good knowledge of ICT systems including Microsoft 365 and SharePoint.Sound understanding of confidentialKnowledge of legislation relating to health and safetyKnowledge of legislation relating to data protectionUnderstanding of the impact of sexual violence and traumaUnderstanding of feminist ethos and values | D1D2 | Understanding of feminist governanceKnowledge of Quickbooks |
| Skills andAbilities | E6E7E8E9E10 | Excellent communication skills both written and oralGood organisational and analytical skillsAbility to manage, support and motivate staffAble to organise and prioritise workloadExcellent IT skills | D3 | Certificate in counselling skills |
| Experience | E10E11E12E13E14E15 | Experience of charity finance managementExperience of managing contracts Experience of developing and overseeing office systemsExperience of producing financial reportsExperience of responding to distressed callers Experience of providing support and supervision to staff | D4D5 | Experience of supporting survivors of sexual violenceRelevant Degree or higher level qualification  |
| Other | E15 | Commitment to equality & diversity and anti-discriminatory practice |  |  |

**Application to Shetland Rape Crisis**

**for the post of**

 **Manager**

**To be returned to:** src.board@shetlandrapecrisis.scot

**by: 12 noon 28th October 2019**

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| **Section 1: Personal details** |
| Surname:  | First name:  |
| Address:  | Tel (home):  |
| Tel (mobile):  |
| Tel (work): May we contact you at work?  |
| Postcode:  | Email address:  |

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| **Section 2: Qualifications and training****(only enter those qualifications and/or training necessary or relevant to the job)** |
| Qualification and/or training | Subject | Date |
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| **Section 3: Present employer** |
| Name & address of employer: | Date commenced employment: |
| Job title:  | Notice required: | Current salary: |
| Brief description of your main duties and responsibilities, with an emphasis, where possible, on those areas most relevant to the job applied for:  |
| **Section 4: Previous employment (list in order, with most recent employer first)** |
| Please list **all** your previous employment, detailing any gaps between employments with reasons (continue on a separate sheet if necessary). |
| Dates | Name and address of employer | Job title and nature of work | Reason for leaving |
| FromDD/MM/YY | ToDD/MM/YY |
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| **Section 5: Relevant skills, experience and abilities****With reference to the job description and person specification, please outline how your work experience (including unpaid work) training, skills and abilities would enable you to carry out the duties of this post. Please include any information which you feel is relevant, paying specific attention to the Essential and Desirable points in the person specification as shortlisting will be based on your answering each point. Shortlisting will be based on the information given in this application so please be explicit and give examples from your own practice where helpful.**  |  |
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| **Section 6: References** |  |
| Shetland Rape Crisis requires a minimum of 2 employment references to cover a three-year period – if necessary, please provide further referees covering the last 3 years. |  |
| **Reference 1: Current / most recent employer** |  |
| Name:  | Position:  | Tel no:  |  |
| Company name: | Email: Address: |  |
| May we, with discretion, contact your employer to discuss this reference: |  |
| **Reference 2: Previous employer / supervisor** |  |
| Name:  | Position: | Tel no: |  |
| Company name: | Email:Address: |  |
| May we, with discretion, contact your previous employer to discuss this reference: |  |
| **Reference 3: Previous employer / supervisor** |  |
| Name:  | Position:  | Tel no:  |  |
| Company name: | Email:Address: |  |
| May we, with discretion, contact your previous employer to discuss this reference: |  |

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| **Section 7: Declaration** |
| I certify that all the information contained in this form and any attachments is true and correct to the best of my knowledge. Offers of employment will be subject to satisfactory references, a PVG check and compliance with UK working restrictions. I realise that false information or omissions may lead to dismissal without notice.Signature: Date:  |